EPSON
EXCEED YOUR VISION

PS-500

User's Guide

Introduction

Thank you for purchasing the PS-500.

To use the device, make sure you read the User's Guide and he Quick Start guide.

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- Epson America, Inc cannot accept any responsibility of mishandling due to errors in the documentation.
- Epson America, Inc cannot accept any responsibility for malfunctions that occur due to ignoring the content of the documentation, the device being handled inappropriately, repairs, or modifications performed by a third party.

System requirement

Please check the link below for the latest smart device compatibility.

epson.com/psdevices

Note:

PS-500 uses Bluetooth® Smart to transfer data to PULSENSE View.

Uploaded data can be seen via PULSENSE View for Web at **go-wellness.epson.com**.

Uploading data	Use the PULSENSE View for iOS or Android on your smart device. Your data will be transferred via Bluetooth® Smart.

	Use the PS Uploader application on your PC to upload data (Windows only).
Viewing data	Log onto PULSENSE View for iOS or Android on your smart device.
	Log onto the PULSENSE View web application.

Note:

To charge the PS-500, a USB port is required. You can use the USB port on a PC or the optional AC adapter. Use only the specified AC adapter (SFAC04).

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Using this device safely

Make sure you read the documentation (Quick Start guide and User'sGuide) first before using this product safely.

The product may malfunction or an accident may occur if it is handled incorrectly.

- Keep the documentation handy to help you resolve any problems.
- When taking this product out of the country of purchase, check the laws and regulations in the destination country before you travel.
- This product is not intended for use to diagnose, prevent, or treat disease or other conditions, and is not a medical device.

Symbols in this manual

The following symbols are used in this manual to indicate possible dangerous operations or handling. Make sure you understand these warnings before using the product.

⚠Warning: This symbol indicates information that, if ignored, could possibly result in serious personal injury.
⚠Caution: This symbol indicates information that, if ignored, could possibly result in personal injury or damage the product.

	This symbol indicates an action that should be done.
	This symbol indicates an action that must not be done.

! Important	Indicates things you must or must not do. Ignoring these instructions or mishandling the device could cause malfunction or operational problems.
Note:	Indicates additional explanations and related information.
	Indicates related pages. Click the link in blue text to display the related page.

Notes on using the product and components

Warning	
	Exercise according to your physical capabilities. Stop exercising and consult your doctor if you feel unwell during exercise.
	This product is not intended for use to diagnose, prevent, or treat disease or other conditions, and is not a medical device. If you have any concerns, consult your doctor before using this product.
	Do not keep your eyes on the device while exercising. Pay attention to your surroundings while using the device.
	Do not use or store this device in the following environments: locations with very high or low temperatures or humidity, near volatile substances, dusty places, near a fire, or near strong magnetic fields (for example, near a loudspeaker). Doing so may cause electric shock, fire, or the product may malfunction or be damaged.
	Do not disassemble this product, and do not attempt to repair this product yourself. It may cause an electric shock or accident.
	Do not leave this product within reach of young children.

Caution	
	To avoid the possibility of skin irritation or discomfort from wearing the PS-500, you must keep the skin under the band clean and dry at all times. Do not allow water, sweat, dead skin, or dirt to build up under the band. It is important to keep the band clean and dry at all times by wiping the band with a damp cloth, removing the moisture with a towel, and letting it air dry.
	The Pulsense band needs to be worn snugly around the wrist to collect more accurate heart rate data. This may cause a slight impression on the wrist. Adjust the band for the comfort and performance you choose.
	Do not pour water directly onto this product. The power of the tap water stream may be strong enough to compromise the product's waterproof feature.

Caution	
	Do not wear this product in a bath or sauna. The steam and soap may compromise the waterproof feature and cause the product to fail.

Note:

Please note that even if not in use, the PS-500 should be charged at least once within a 6 month period. Failing to do so might affect the performance of the rechargeable battery.

Notes on using the cradle

Warning	
	Do not use the charging cradle, AC adapter, or USB cable if they are damaged, faulty, or contaminated by foreign material such as dust, water, or dirt. Do not use any adapter other than the specified adapter for charging.

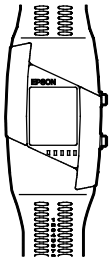
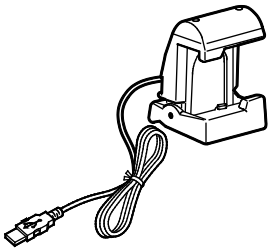
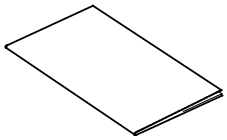
Warning	
	In areas in which usage is restricted, such as on airplanes and in hospitals, follow the rules and regulations provided (such as in-flight announcements).
	Do not use the device if you have a surgically implanted medical device such as a cardiac pacemaker.
	Do not bring the device into an operating room or intensive care unit, and do not use the device near medical equipment. Radio waves from the device may interfere with electronic medical equipment causing the equipment to malfunction.
	This device is equipped with Bluetooth® Smart technology. When operating supported heart rate monitors or smart phones, this function wirelessly sends and receives heart rate measurement data to the device. This device has been certified as a wireless device based on the Radio Law. Therefore, the following acts may be punishable by law. - Disassembling or remodeling the device - Removing the verification or certification number for the device

Set up and basic operation

Follow these instructions to use your device:

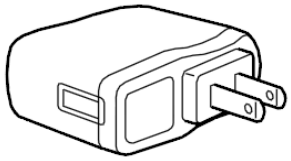
- “Things You Can Do with the Product” on page 11
- “What’s in the box” on page 11
- “Operating buttons and functions” on page 12
- “Getting Started” on page 14
- “Initial Configuration” on page 17

What’s in the box

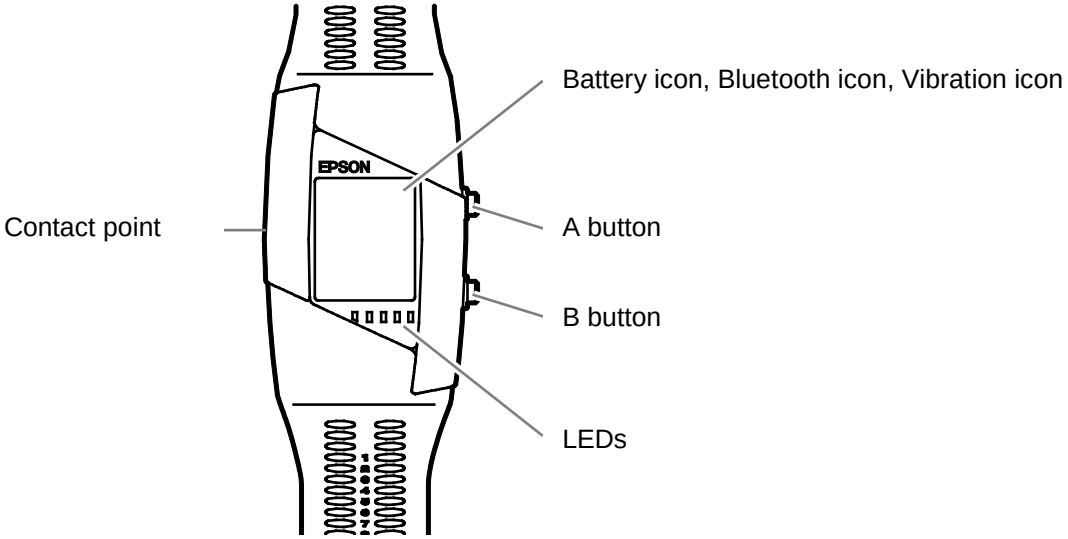
PS-500	Cradle
	
Quick Start Guide	
	

Options

You can purchase the following optional accessories.

AC Adapter (SFAC04)


Operating buttons and functions



[A] button

Start / Stop heart rate measurement.

[B] button

Check recorded data. Hold down [B] to return to the previous screen.

Contact point

Contact point for charging.

LEDs (Blue & Orange)

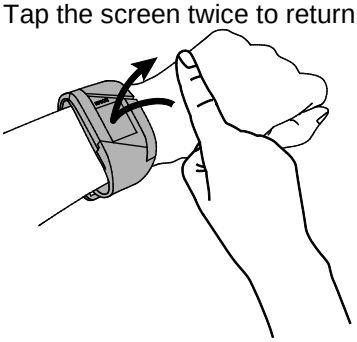
The LEDs on the PS-500 light up or flash to indicate the current heart rate zone.

If you set your target in PULSENSE View, you can check your progress when the zone is displayed on the screen. You can cycle through the measurements by pressing the [B] button.

TAP operation

Tap the screen once to turn the backlight on.

Tap the screen twice to return to the main menu.



Icons

Battery icon

Battery icon				
Remaining time	20to 36 hours	12to 20 hours	3to 12 hours	0 to 3 hours

! Important

Remaining time may vary depending on usage.

Bluetooth® icon

This product communicates with your smart device via Bluetooth® Smart technology. While the product is connected to the smart device, the Bluetooth® icon will be displayed as shown below.

	Bluetooth® status	Description
	OFF	Bluetooth® OFF
	Flashing	Not connected to smart device
	ON	Connected to smart device

Vibration icon

When vibration is set to ON, the icon is displayed on the time screen.

Getting started

Recording your data

! Important

To record your data it is necessary to register your device with the PULSENSE View web (using the PS Uploader application) or smart device application.

Data	Calculated
Heart rate	Reads and records your heart rate from the changes in light reflected through the blood vessels in your wrist.
Calories	Calculates burned calories based on body motion and heart rate information. When heart rate measurement is disabled, the PS-500 will calculate calories burned based on body motion only.
Steps	Records the number of steps using the accelerometer.
Distance	The approximate distance is calculated based on your step count and height.

Note:

Irregular arm movements may affect the steps and distance counters.

Waking your product from battery protection mode

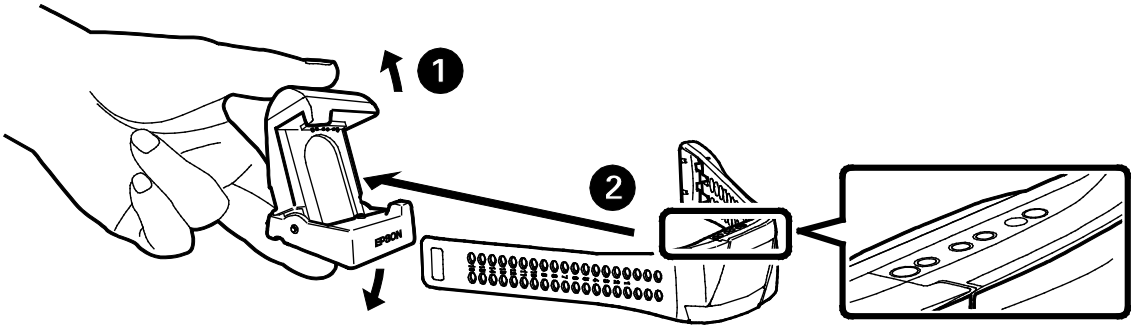
! Important

- You need to charge the product before using it for the first time.
- The product automatically turns on while being charged.
- Make sure that charging is complete before using your device.

1 Attach the PS-500 to the cradle.

1 Hold the top and bottom of the cradle to open it as shown below.

2 Make sure that the terminal on the PS-500 is facing up, and then attach the cradle.



2 Charging the product.

2-1 Using a PC

Insert the cradle's USB cable into a free USB port on your PC.

If you are connecting the cradle via a USB hub it may not charge. Connect the cradle's USB port directly to the USB port of the PC instead.

Note:

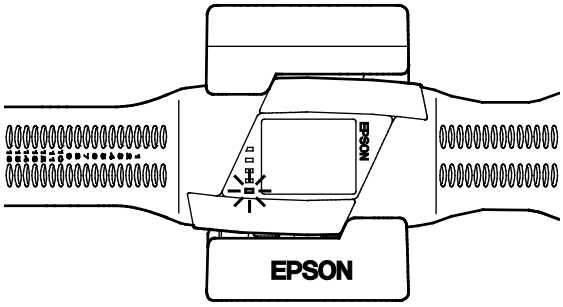
Some PC USB ports may not support the charging function.

2-2 Using an AC adapter

Connect the cradle to the optional AC adapter, then insert the AC adapter into a power outlet.

Note:

- An orange LED is shown while charging and the LED changes to blue when the PS-500 is fully charged



- Charging takes approximately 2.5 to 3.5 hours to complete; however, the duration may vary.

! Important

- Please note that even if not in use, the PS-500 should be charged at least once within a 6 month period.

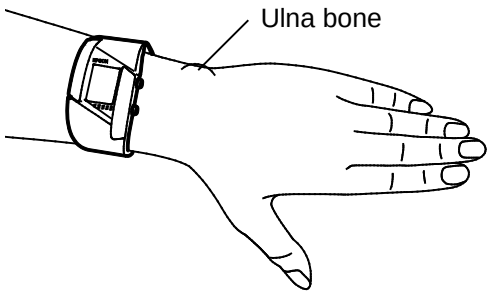
Failing to do so might affect the performance of the rechargeable battery.

- The battery is not replaceable.

Wearing the PS-500

When wearing the product, make sure it does not touch the ulna bone on your wrist.

Note:
The Pulsense band needs to be worn snugly around the wrist to collect more accurate heart rate data. This may cause a slight impression on the wrist. Adjust the band for the comfort and performance you choose.



Initial configuration

Smart device user

1. Search your smart device's app store for Epson PULSENSE View (free), and then install it.

Check that "Internet communication" and "Bluetooth®" are enabled in your smart device. Check the operating instructions for your smart device for the configuration method.

2. Start Epson PULSENSE View.

Make sure that the product is within three feet (one meter) from the smart device and the battery is fully charged.

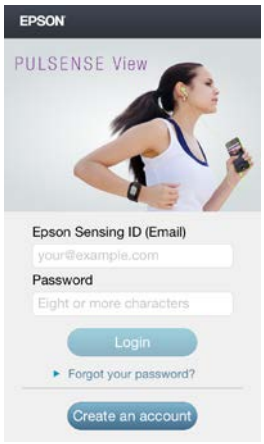
Note:

Turn on Bluetooth® on your smart device.

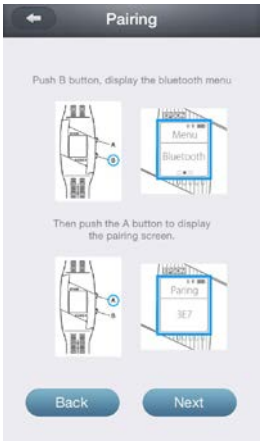
Ensure your smart device is connected to the internet.

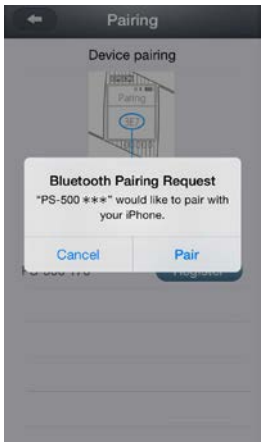
PULSENSE View Icon

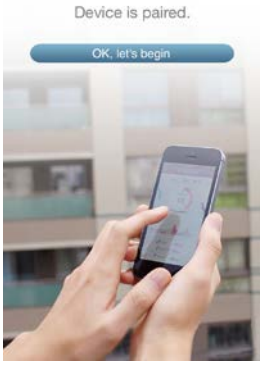
3. Set up your PULSENSE View account by following the on-screen instructions.



Once you have created your account and completed your profile, follow the on-screen instructions to pair your PS-500 with your smart device.







You see “Complete” on your PS-500 when pairing is successful.

PC User

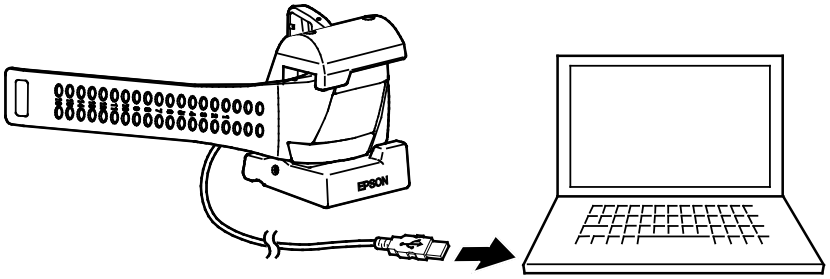
1 Download “PS Uploader” from
epson.com/support/ps500 (U.S.) or epson.ca/support/ps500 (Canada).

2 Run the installation from the downloaded file.

3 After installing, “PS Uploader” will open automatically. You can see “PS Uploader” icon in the system tray.

“PS Uploader” icon

4 **Insert the cradle's USB cable into the USB port of your PC.**



5 **Go to the “create account screen” and follow the on-screen instructions.**

PS Uploader Ver. 1.00
EPSON
PS Uploder
For users who want to create an account
For users who have an account
Help
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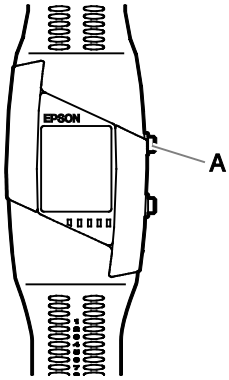
You need to set up a PULSENSE View account and follow the on-screen instructions.

Using your PS-500

This product measures heart rate and activity 24 hours a day, tracking your steps, distance, calories, sleep quality, and heart rate across five zones helping you to make better lifestyle choices.

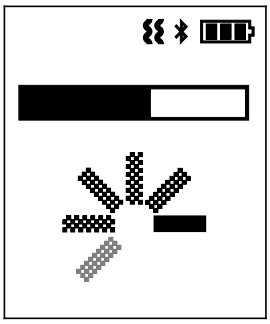
- “Heart rate measurement” on page 21
- “Menu Navigation” on page 29
- “Language setting” on page 35

Heart rate measurement



1 While wearing the product press the [A] button.

Heart rate detection starts and a progress bar is displayed.



- If the PS-500 cannot detect the heart rate within one minute, the device will vibrate and an error message will be displayed. If the device does not detect your heart rate within three minutes, the product will vibrate longer and an error message will be displayed. The PS-500 will then stop the heart detection.
- Press the [A] button to start the heart rate detection again.

If the heart rate can’t be detected

The following vibration (if enabled) and messages are shown when your heart rate can’t be detected.

Message	Description	Solution
Pressure Error	The device is not being worn correctly.	Wear the product snugly around your wrist. Tighten the wrist band if your pulse is not measured correctly.
Pressure or Temp Error	The device is not being worn correctly or your skin temperature is too low.	Wear the product closely around your wrist. Tighten the wrist band if your pulse is not measured correctly and warm your wrist and fingertips if they seem cold.

Note:

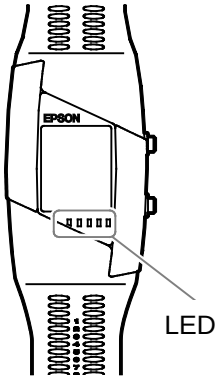
Try these tips to facilitate heart rate detection:

- Try to keep your body and arms still.
- Position the arm below your heart. Do not cross your arms.

2 Once detection is complete, your heart rate is displayed on the screen as shown below.

Heart rate zones

You can check your heart rate zone using the product's LEDs. Settings can be adjusted via PULSENSE View to determine when the LEDs illuminate.



% of max. heart rate	Heart rate zone
0 – 40%	Below
40 – 70%	Fat Burning
70 – 80%	Aerobic
80 – 90%	Anaerobic
90 -100%	Maximum

Note:

- Your initial heart rate zones are calculated by your profile data.
- When wearing the PS-500 overnight, the heart rate zones will be adjusted according to your resting heart rate.

LED	**% of max. heart rate**	**LED settings**			
		TAP	**FLASH**	**ON**	**OFF**
■□□□□	Under 40%	Blinking	OFF		-
■□□□□	40～49%	Blinking		ON	-
■■□□□	50～59%	↑	↑	↑	-
■■■□□	60～69%	↑	↑	↑	-

	70～79%	↑	↑	↑	-
	80～89%	↑	↑	↑	-
	Above 90%	Blinking (Faster)			-

Note:

You can check your real time heart rate (updated every four seconds) in the PULSENSE View app. Swipe the tab located in the middle at the top of the screen to the bottom in order to display the real-time meter.

How your heart rate measurement is being used

The PS-500 continuously monitors your heart rate and uses this recording, in addition to your body movement, to calculate the individual activities in PULSENSE View. We therefore recommend having the heart rate detection enabled all the time, not only during exercise.

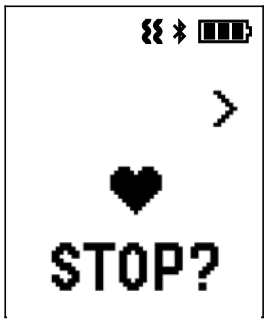
For more information, go to the Help section in the PULSENSE View app.

Stopping and starting heart rate measurement

Manual.

1 To stop measuring your heart rate, press the [A] button.

2 Confirm by pressing the [A] button again.



Note:

If the [A] button was pressed accidentally, it will return to the time screen after 10 seconds. You can also hold the [B] button to return to the previous screen.

Automatic.

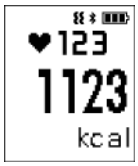
If you remove the PS-500 and no movement is detected, the device will automatically enter sleep mode.

Display screen in the heart rate measurement mode

While in heart rate measurement mode, you can check your real-time heart rate data and statistics on the screen. Press the [B] button to scroll through the screens.

Time in fat burning zone.

B



Calories burned.

B

Steps

B

Distance calculated by steps

B

Heart rate and zone indicator

B

Heart rate, time and date

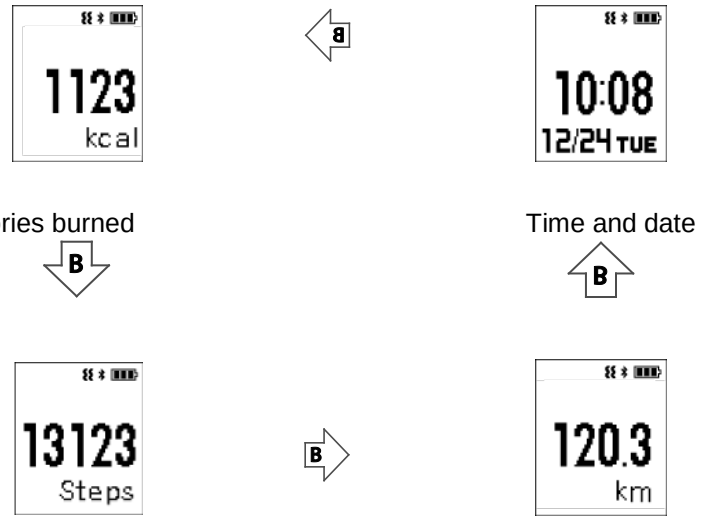
B

Privacy screen (Displays time and date without showing heart rate value)

B

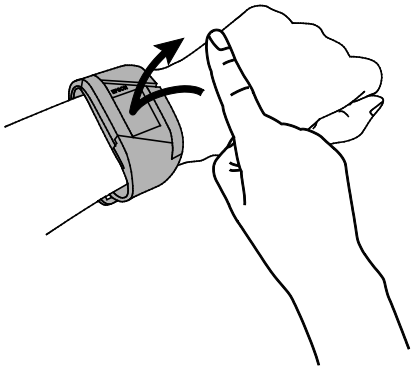
Display screen (without measuring heart rate)

When heart rate measurement is disabled, you can check the following measurements on the screens below. Press the [B] button to change the display.



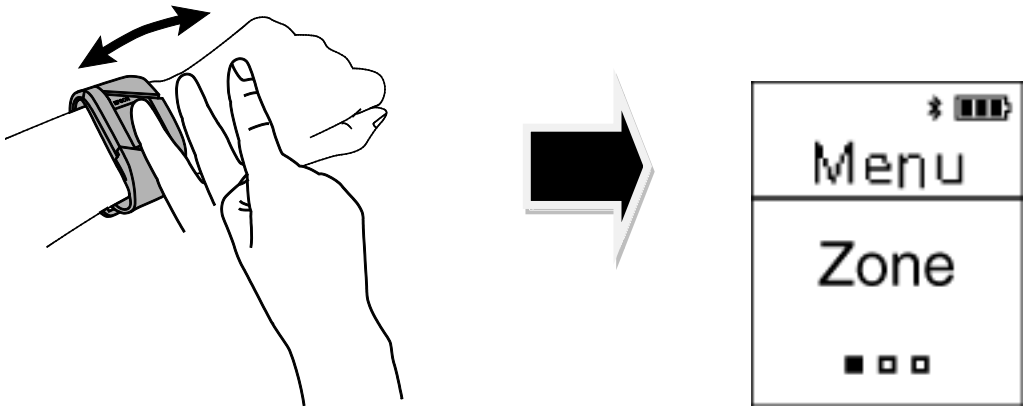
Backlight

Tap the screen of the PS-500 once to turn the backlight on.



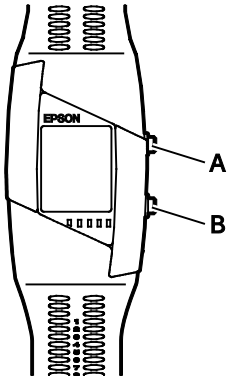
Menu navigation

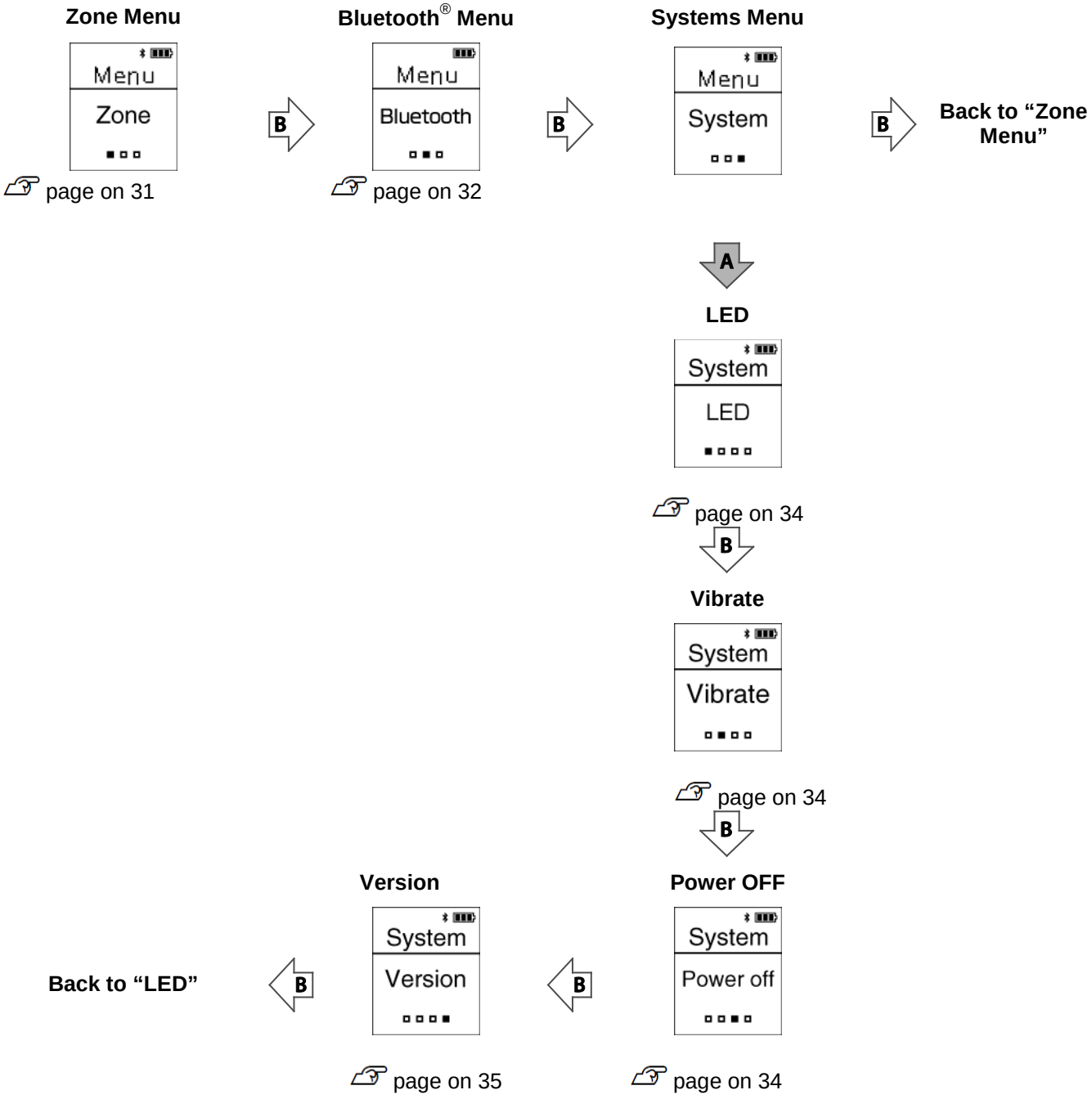
Tap the screen of the PS-500 twice to enter the menu.



Navigating the menus

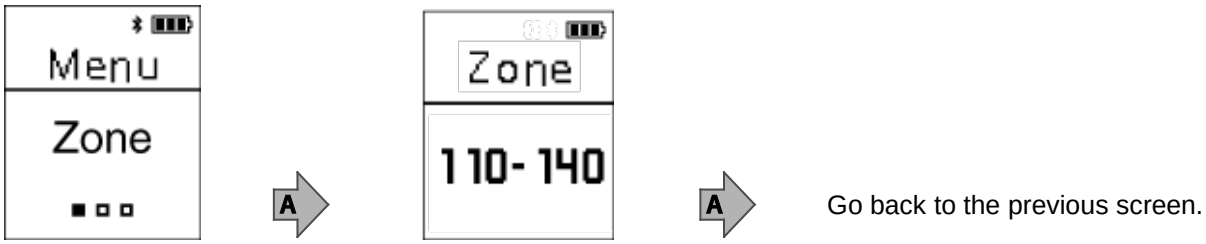
Once you are in the menu, press the [B] button to navigate between the sub-menus. Press the [A] button to enter a sub-menu. If you want to return to the time screen, hold the [B] button.




Zone Menu
Menu
Zone
page on 31
Bluetooth® Menu
Menu
Bluetooth
page on 32
Systems Menu
Menu
System
Back to “Zone Menu”
A
LED
System
LED
page on 34
B
Vibrate
System
Vibrate
page on 34
B
Power OFF
System
Power off
page on 34
B
Version
System
Version
page on 35
B
Back to “LED”

Checking your heart rate range in the fat burning zone

You can check which heart rate range you have to be in to enter the fat burning zone in the Zone menu.
Press the [A] button once in the [Zone] screen.



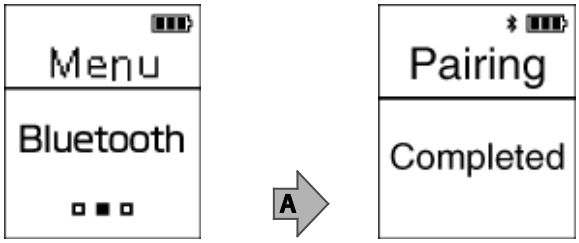
Go back to the previous screen.

Bluetooth® settings

Pairing

Enter the Bluetooth® menu to pair with PULSENSE View or PS Uploader.

> **Note:**
> Make sure that the product is within three feet (one meter) from the smart device.
> Your smart device needs to be connected to the Internet to complete pairing.



Un-pairing

You can remove pairing information from the PS-500 and your smart device by following these steps:

1 Delete pairing information from PS-500

Enter the Bluetooth® menu by tapping the product once and press the [A] button.

2 Delete the pairing information from PULSENSE View

1. Open PULSENSE View
2. Go to the settings and pairing menu.
3. Delete the PS-500.

3 Delete pairing information from your smart device

Go to the Bluetooth® menu of your smart device and delete the PS-500.

Pairing issues

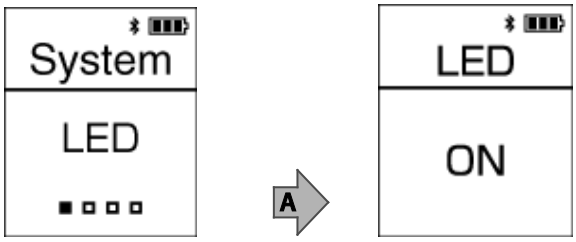
When using the product for the first time, check the following:

1. Attach the PS-500 to the cradle to wake the PS-500 from battery protection mode.
2. Enable Bluetooth® communication on your smart device.
3. Check smart device compatibility: epson.com/PSdevices
4. Ensure your smart device is connected to the Internet.
5. Remove any other product from the area that could interfere with the Bluetooth® communication.

If pairing is lost or the PS-500 has been paired with another smart device, check the following:

1. The PS-500 may already be un-paired.
   If you need to un-pair your device, tap the screen twice, then press the [B] button to enter the Bluetooth® menu. Confirm your selection by pressing the [A] button.
2. The PS-500 already been deleted from PULSENSE View.
3. The PS-500 already been deleted in the Bluetooth® settings of your smart device.
4. Make sure Bluetooth® communication been enabled on your smart device.
5. Check smart device compatibility:epson.com/PSdevices
6. Ensure your smart device is connected to the Internet.
7. Remove any other product that could interfere with the Bluetooth® communication

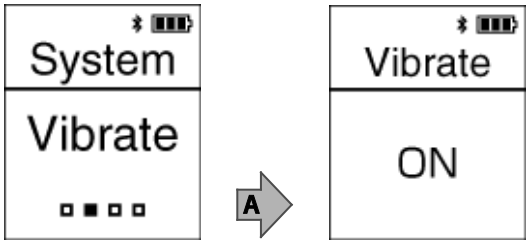
LED settings



Press the [B] button and select from, ［FLASH］, ［ON］, ［OFF］ and press the［A］ button to confirm your selection.

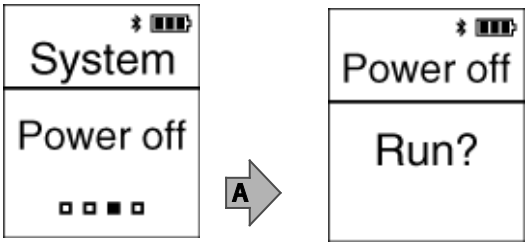
For more information about the LED patterns, see “Heart rate zones” page on23.

Vibration settings



Press the [B] button to select［ON］or［OFF］, then press the ［A］button to set your selection.

Power Off



Turn off PS-500.

Back to the previous screen.

（Hold down ［B］）

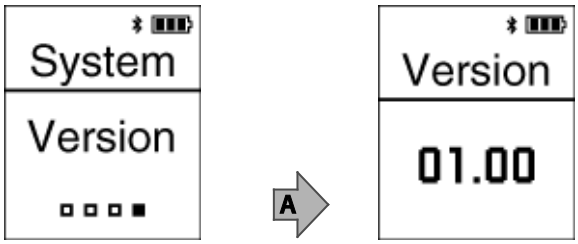
To turn the PS-500 on again.

- Press the［A］or［B］button.
- Attach the product to the charging cradle.

Note:

Even if not in use, the product should be charged at least once every 6 months . Failing to do so might affect the performance of the rechargeable battery.

Firmware



Language setting

The following languages are supported: Japanese, English, French, German, and Traditional Chinese.

Go to “Settings” > “Regional Settings” in PULSENSE View to select your language.

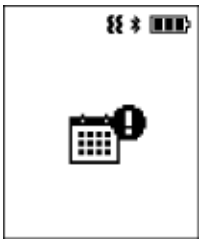
Press the [A] or [B] button to select the settings for your device.

Other functions

“Notification Settings” on page 37
“Wake-up Alarm” on page 37
“ Fitting adjustment” on page 38

Notification settings

The PS-500 can alert you of e-mails, calls, or schedule notifications received on your smart device.



The notification settings must be set in PULSENSE View. See Help section in the PULSENSE View app for details.

Note:

The PS-500 must be connected via Bluetooth® to your smart device. Some additional settings might be required in the Notifications Settings of your smart device. See your smart device manual for details. Some Android devices may not support this function.

Wake-up alarm

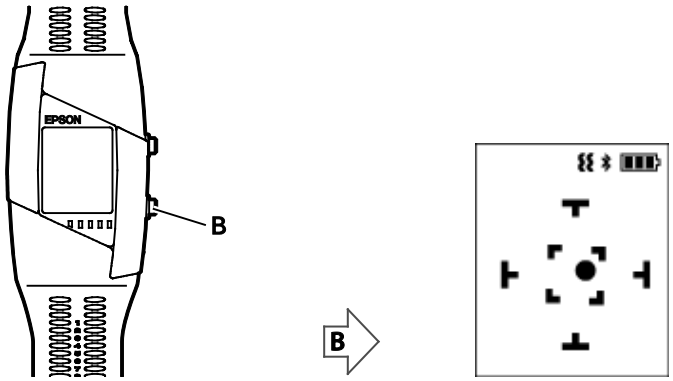
You can set a sleep-phase alarm to wake you at a light sleep phase, making it easier to wake up.

You need to set the alarm time and a window time during which PULSENSE can wake you up. For example, you set 7:00 AM as your alarm time and 30 minutes as your window, PULSENSE will vibrate to wake you from a light sleep phase between 6:30 and 7:00. Vibration must be enabled in your PULSENSE View settings.

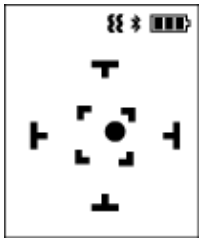
Fitting adjustment

The PS-500 has a tool to correctly adjust the strap for optimal heart rate reading. Make sure heart rate sensing is turned off.

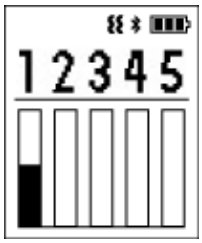
1 **Wear the product loose, remember the wrist band hole number, then hold the [B] button for about five seconds.**



2 **Position your wrist, so that the black ball is in the center of the target.**



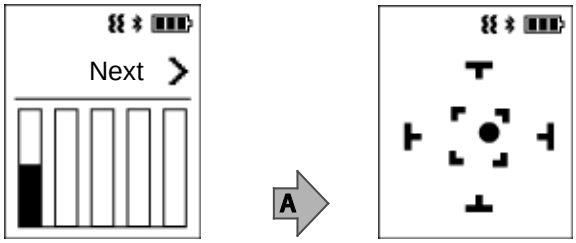
3 **The heart rate measurement starts automatically and the screen below is shown.**



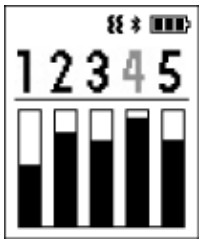
Note:

Try to keep your arm as still as possible. If you move too much, the screen will go back to step 2.

4 **Once the first bar is recorded and “Next” is displayed, tighten the wrist band by one setting and repeat steps 2 and 3.**



5 **Once the measurements are complete, adjust the wrist band to the highest setting for best results.**



Maintenance

“Looking after your device”on page 41
“Replacing the Battery” on page 41
“Updating the Firmware” on page 41

Looking after your device

Clean the PS-500 regularly. Wipe your product with a damp cloth, remove the moisture with a towel, then let it air dry.

> **! Important:** Avoid water, sweat or dirt build up between your skin and the product as it could lead to skin irritations.

About the wristband

The wristband is made of silicon which could lose its elasticity and color over time.

Replacing the battery

You cannot replace the built-in, rechargeable battery .

Updating the firmware

You may be able to solve problems that occur by updating the firmware.

We recommend using the latest version.

> **! Important**
>
> When updating the firmware, the collected measurement data may be deleted and settings may be initialized. For more details on updating the firmware using your smart device, see the following websites:
>
> epson.com/support/ps500 (U.S.) or epson.ca/support/ps500 (Canada)
>
> Before updating the firmware, upload your measurement data using the PULSENSE View app or PS Uploader.

Appendix

“Product Specification” on page 43

Product specification

Device specifications

Contents	Specification
Model	PS-500
Size (LxWxH)	1.77 in x 1.38 in x 0.55 in（excluding sensor unit） 45 mm x 35 mm x 14 mm（excluding sensor unit）
Weight	Approx. 1.55 oz/44 g
Wrist Size	5.51 in-7.48 in/140-190 mm
Battery	Rechargeable Lithium Ion 75mAh
Battery Life (Heart rate ON)	Approx. 36 hours (depending on usage)
Recharge Time	Approx. 3.5 hours (from empty to full)
Water Resistance	3 atm
Connectivity	Bluetooth® Smart & USB
Operating Temperature	23°F～104°F/-5℃～+40℃
Storage Temperature	-4°F～140°F/-20℃～+60℃

Cradle specification

Contents	Specification
Operating Temperature	23°F～95°F/-5℃～35℃
Function	Recharge, update PS-500 data through PC.

AC adapter

Contents	Specifications
Model	SFAC04
Input	AC 100-240V 50/60Hz
Output	DC 5V / 1.0A

Troubleshooting

This section explains how to solve problems that occur during use.

- “Caution” on page 45
- “Problem Solving” on page 46
- “Resetting the System” on page 47
- “Contacting us” on page **Error! Bookmark not defined.**

Caution

- To avoid the possibility of skin irritation or discomfort from wearing the PS-500, you must keep the skin under the band clean and dry at all times. Do not allow water, sweat, dead skin, or dirt to build up under the band. It is important to keep the band clean and dry at all times by wiping the band with a damp cloth, removing the moisture with a towel, and letting it air dry.
- Do not use the charging cradle, USB cable, or AC adapter if they are damaged, faulty, or contaminated by foreign material such as dust, water, or dirt. Do not use any adapter other than the specified adapter for charging.
- If charging becomes unstable, clean the contact points on the device and cradle with a damp cotton swab.
- If device operations becomes unstable or if data transfer is not possible, perform a system reset by connecting the product to the cradle.
- Exercise according to your physical capabilities. Stop exercising and consult your doctor if you feel unwell during exercise.
- The Pulsense band needs to be worn snugly around the wrist to collect more accurate heart rate data. This may cause a slight impression on the wrist. Adjust the band for the comfort and performance you choose.

Problem solving

Check each item.

Problem	Solution
Nothing is on the display.	Before charging the PS-500, it is in battery protection mode. Connect the product to the cradle and connect the cradle to a USB port or AC adapter to charge the product and wake your product from battery protection mode. ☞ "Getting Started" on page 14
The product is not responding.	Check the battery level and charge the product if necessary.
The product does not charge when it is put in the cradle. Charging stops frequently.	Charge in an environment where the temperature is 23°F～95°F/-5℃～35℃. Ensure your PC can provide power over USB. If you are connecting the charging cradle via a USB hub, it may not charge. In this case, connect it directly to the USB port of the PC. Clean the contact points of the product and charging cradle. ☞ "Looking after your device" on page 40
The product and charging cradle heat up while charging.	The product or cradle might be faulty. Immediately stop using the product and cradle, and contact Epson.
A charging error is displayed.	Charge in a location with a temperature of 23°F～95°F/-5℃～35℃.
I wore the product while swimming or diving.	The product is water resistant to 3 atm. The product is not designed for swimming or diving.
The inside of the glass where the sensor is located is cloudy.	Temporary clouding will not affect the product and you can continue to use it. If the clouding does not clear up after some time, water may have entered the product and your product's integrity may be compromised.
Data is not updated, even though the product is connected to a smart device.	Refer to the Bluetooth® section in this manual to resolve pairing issues.

System reset

If device operations become unstable, perform a system reset by connecting the product to the cradle. Charging resets the system, and returns the product to normal operation.

If this suggestion does not solve your problem, check “Problem Solving” on page 46.

Where to get help

Internet support

Visit epson.com/support/ps500 (U.S.) or epson.ca/support/ps500 (Canada) for solutions to common problems. You can get tips, usage information, and FAQs, download utilities, view the User's Guide, or e-mail Epson.

Telephone support services

Call (562) 276-4394 (U.S.) or (905) 709-3839 (Canada).
Support hours are 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

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